

# Software Requirements Specification

Version 1.0  
<<Annotated Version>>

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Food eMarketPlace System

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Submitted in partial fulfillment  
of the Tailormade Application System  
Requirement for  
E commerce Software Service Providers

<<Any comments inside double brackets such as these are *not* part of this SRS but are comments upon this SRS example to help the reader understand the point being made.

This is made for the purpose of developing the software for Mithranjali Foundation >>

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## **1.0. Introduction**

### **1.1. Purpose**

The purpose of this document is to present a detailed description of the System Requirement Specification needed for a tailor made e-Marketplace solution by any E-commerce Software Service Providers. The system should be working on both Android and IOS based mobiles with Single Sign On (SSO) facility using social login. E-commerce Software Service Providers should also be in a position to make the application work on Open Source mobile OSes as they gain traction in future.

The users will only login to mithranjali ([www.mithranjali.org.in](http://www.mithranjali.org.in)) to access an App which to begin with is “apnafood”. Later on, similar applications may be added under mithranjali mobile Apps namely “apnaride”, “apnacart”, “apnaservices”, and apnacredit”.

The system is expected to serve the local communities consisting of Customers, Delivery Partners, Housewives, Street Vendors, Self Help Groups (SHG), Community Kitchens, Restaurants, Bakeries etc, by providing a digital platform by Mithranjali Foundation. The foundation is helped in this task by the Franchisees at three levels namely sub District, District and the State.

This document, further explains the purpose and features of the system, the interfaces of the system, what the system will do, the constraints under which it must operate and how the system will react to external stimuli. This document is intended for both the stakeholders and the developers of the system and requires the approval of Mithranjali Foundation.

### **1.2. Scope of Project**

This software system will be an e-Marketplace developed using Web Technology comprising MySQL, Node.js, Angular, React etc running on GNU Linux Operating Environment. This system will be customised to meet the specific requirements of Mithranjali Foundation based on Social inputs gathered.

The system is expected to connect the Customers, Vendors, Delivery Partners, and Franchisees seamlessly at the operational level. The Foundation will act as a facilitator and the Auditors are expected to monitor Statutory, Environmental and Social Responsibility Compliance.

Franchisees at Sub District level are expected to educate, enroll, and help the vendors in entering their products in the system. They are also to be trained in the operations of taking the orders to co-coordinating with Delivery Partners to delivering the product to the end Customer; thereby completing the order execution cycle.

Franchisees at the District level are expected in vetting the enrolled vendors and the products in their allotted area for quality, operational and regulatory compliance.

Franchisees at the State level are expected to oversee the activities of the District level Franchisees. Only after this Three Tier verification, the actors will get listed in the system.

There should not be a Delete right to anyone above the Creator of Products, Customers, Vendors, Delivery Partners. They will have only Review rights with Approval/Reject/Recommend action. This is important from the audit trail point of view.

### 1.3. Glossary

<b>Term</b>	<b>Definition</b>
Mithranjali	The foundation that provides the digital web/mobile framework for the e-Marketplace.
Franchisee	The group that enroll, educate and train the users of the e-Marketplace.
Customer	The person who is registered with e-Marketplace using the proposed mobile App. using web technology.
Vendor	The provider of Ready to Eat or Made to Order Food Items.
Delivery Partner	The person who takes the food from the Vendor and deliver to the Customer.
Database	Collection of all the information monitored by this system.
Auditor	The person who reviews the system for statutory, environmental and social responsibility compliance.
Field	A cell within a form.
Review	A written recommendation about the appropriateness of an item; may include suggestions for improvement.
Reviewer	A person who examines an item and has the ability to recommend approval of the item or to request that changes be made in the item.
Software Requirements Specification	A document that completely describes all of the functions of a proposed system and the constraints under which it must operate. For example, this document.
Stakeholder	Any person with an interest in the project who is not a developer.
User	May include Customer, Vendor, Delivery Partner, Franchisee, Auditors, Foundation and Platform service provider.



#### **1.4. References**

IEEE. *IEEE Std 830-1998 IEEE Recommended Practice for Software Requirements Specifications*. IEEE Computer Society, 1998.

#### **1.5. Overview of Document**

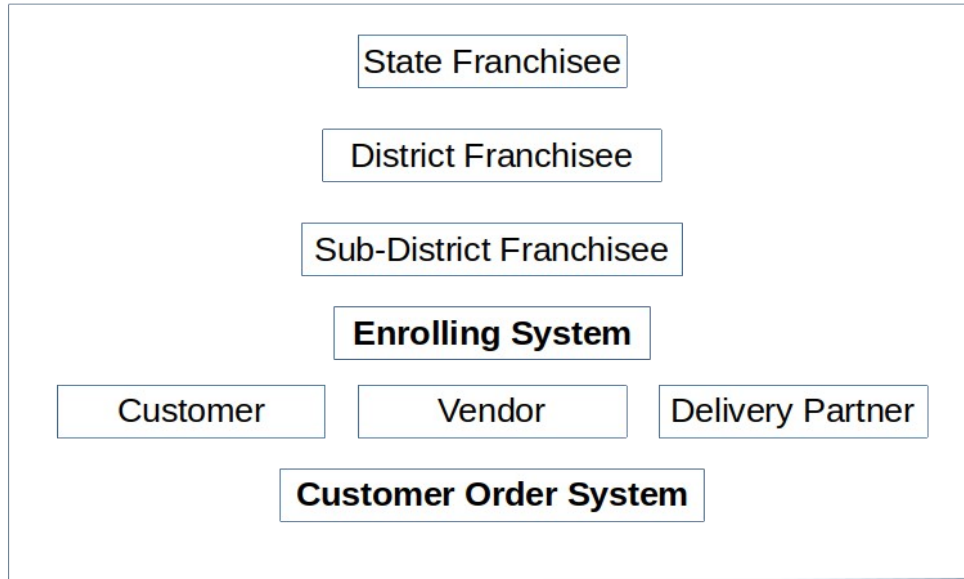
The next chapter, the Overall Description section, of this document gives an overview of the functionality of the product. It describes the informal requirements and is used to establish a context for the technical requirements specification in the next chapter.

The third chapter, Requirements Specification section, of this document is written primarily for the developers and describes in technical terms the details of the functionality of the product.

Both sections of the document describe the same software product in its entirety, but are intended for different audiences and thus use different language.

## 2.0. Overall Description

### 2.1 System Environment



Auditors

Foundation

Service Provider

Web Service, DB, OS etc.

#### IT Governance Risk Compliance (IT-GRC)

Disaster Recovery System  
Backup System  
Continuous Auditing System  
External Log System  
Monitor System  
User Data Encryption

## e-Market Place

Figure 1 - System Environment

The e-Marketplace System has four active actors and one cooperating system. The Franchisee, Vendor, Delivery Partner and the Customer. They access the system through the Internet via the mobile App. Any Reviewer communication with the system is done through the App. The Auditors access the system for review and audit for Statutory, Environmental and Social Compliance.

<< The division of the e-Marketplace System into two component parts, the Enrolling system and the Customer Order system, is an example of using domain classes to make an explanation clearer. >>

## 2.2 Functional Requirements Specification

This section outlines the use cases for each of the active actors separately. The Franchisee, the Vendor, the Delivery Partner and the Customer have only one use case apiece initially of the registration process.

### 2.2.1 Sub District Franchisee Use Case

Use case: **Register Oneself**

**Diagram:**



### **Brief Description**

The Franchisee accesses the Online e-Marketplace Website/ MobileApp and enters the relevant details for registration

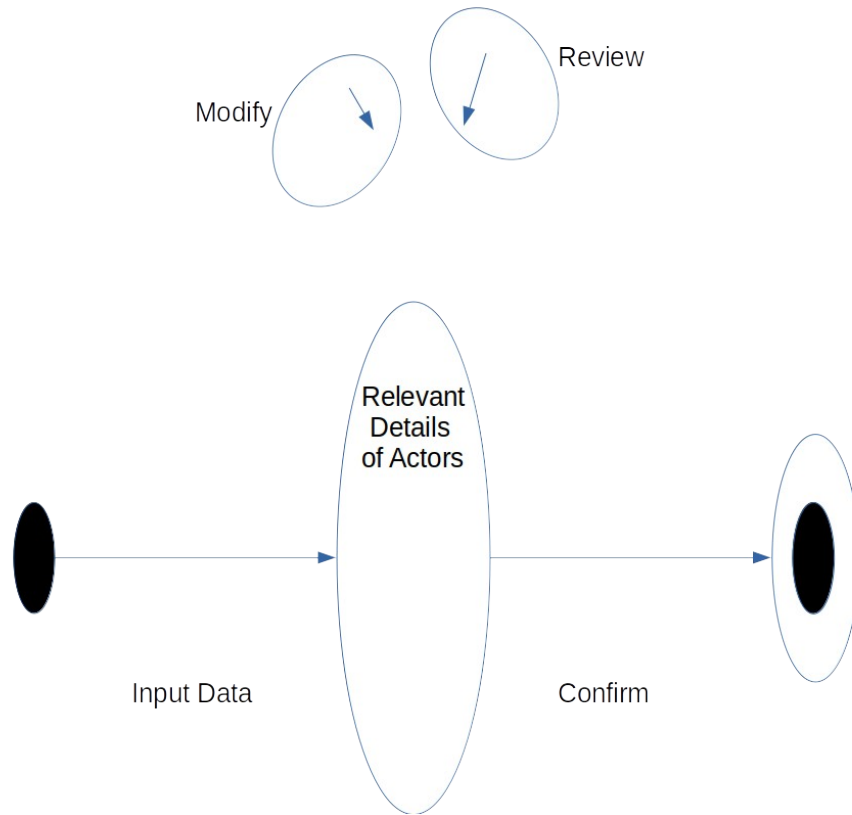
### **Initial Step-By-Step Description**

Before this use case can be initiated, the Franchisee has already downloaded and installed the proposed e-Marketplace App on his/her mobile

1. The Franchisee is presented with a login interface
2. The system displays two hyperlinks; one for Sign Up and another for Sign In
3. The first time user opts for the Sign Up link.
4. Sign Up (Registration) using OTP confirmation on mobile as well as email
5. The user has to choose Sign In for subsequent access
6. On subsequent login, the user will be presented with a screen having Profile and Order Status Tabs.
7. The user can input the required data under the Profile Tab
8. The Order Status Tab shows the current status of Orders within their area.
9. Review of enrolled Vendors and their Data Input
10. Review of enrolled Products Menu of Vendors
11. Review of enrolled Delivery Partners and their Data Input
12. Review of enrolled Customers and their Data Input
13. Alert District Franchisee by email/App/SMS.
14. Restrict visibility to respective Geographical Area

The aforesaid 4 steps are applicable for all the Actors (Vendor, Delivery Partner, Customer, Auditor)

**Xref:** Section 3.2.1, Register Oneself

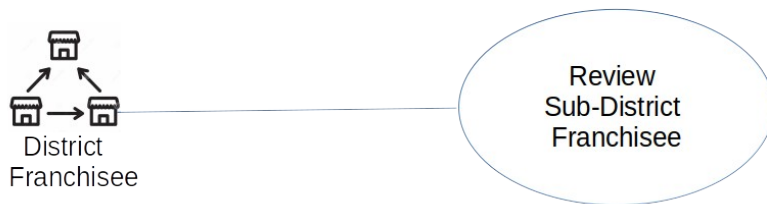


**Figure 2 - Franchisee Review of Enrollment Process**

The *Actor Enrollment Submission Process* state-transition diagram summarizes the use cases listed below. A Actor submits the data for consideration. The Sub District Franchisee reviews it. They may Accept/Reject/Recommend for modification. The input will be reviewed further at District Franchisee and finally at State Franchisee level before the final approval and confirmation. This process is applicable for all other Actors such as Customer, Vendor and Delivery Partner.

### 2.2.2 District Franchisee Use Case

Use case: **Review Sub District Franchisee Entries and Communicate Diagram:**



### **Brief Description**

The District Franchisee reviews the Sub District Franchisee Entries for correctness

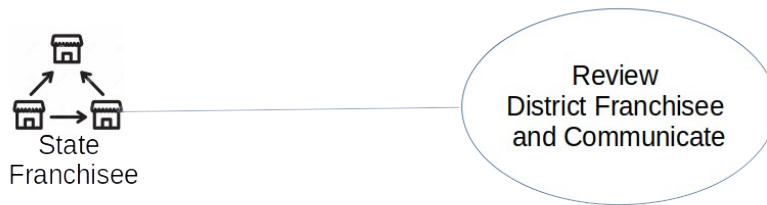
### **Initial Step-By-Step Description**

Before this use case can be initiated, the Franchisee has already downloaded and installed the proposed e-Marketplace App on his/her mobile

1. The District Franchisee Sign In to the System
2. The user will be presented with a screen having Profile, Order Status and Review Tabs.
3. The user can input the required data under the Profile Tab
4. The Order Status Tab shows the current status of Orders within their area.
5. Under Review the list of Vendors, Customers, Delivery Partners are shown.
6. The District Franchisee may choose any category of Actors except Customer for review and approval
7. The System generates and sends an email/App/SMS to State Franchisee with an advice to Sub District Franchisee
8. Restrict visibility to respective Geographical Area

**Xref:** Section 3.2.2, Review and Communicate

2.2.3 State Franchisee Use Case  
Use case: Review and Communicate  
**Diagram:**



**Brief Description**

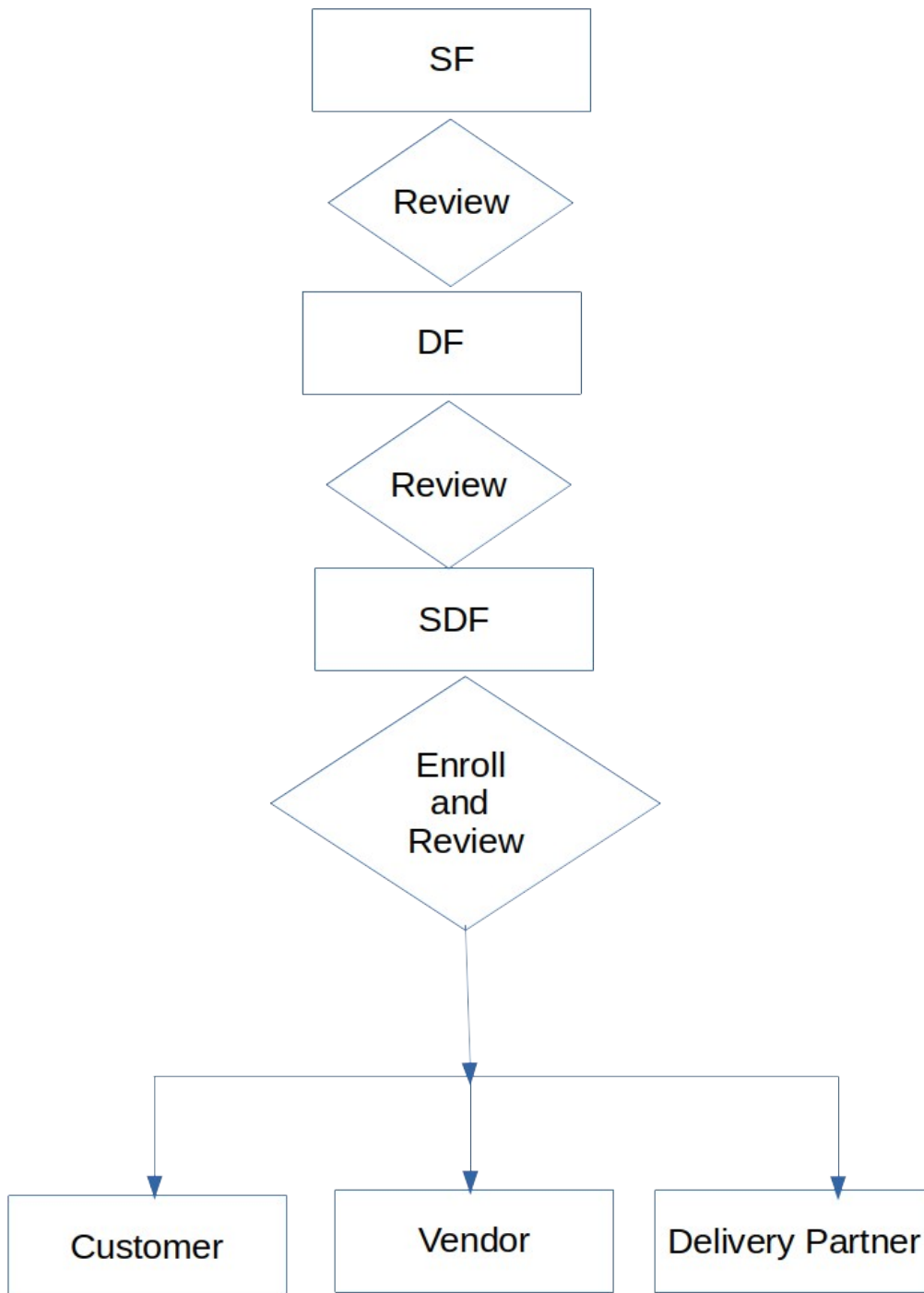
The State Franchisee reviews the Entries for correctness and communicate to all Actors

**Initial Step-By-Step Description**

Before this use case can be initiated, the Franchisee has already downloaded and installed the proposed e-Marketplace App on his/her mobile

1. The State Franchisee Sign In to the System
2. The user will be presented with a screen having Profile, Order Status and Review Tabs.
3. The user can input the required data under the Profile Tab
4. Under Review the list of Vendors, Customers, Delivery Partners are shown
5. The State Franchisee may choose any category of Actors except Customer for review and approval
6. The System generates and sends an email/App/SMS to all Actors
7. Restrict visibility to respective Geographical Area

**Xref:** Section 3.2.3, Review and Communicate

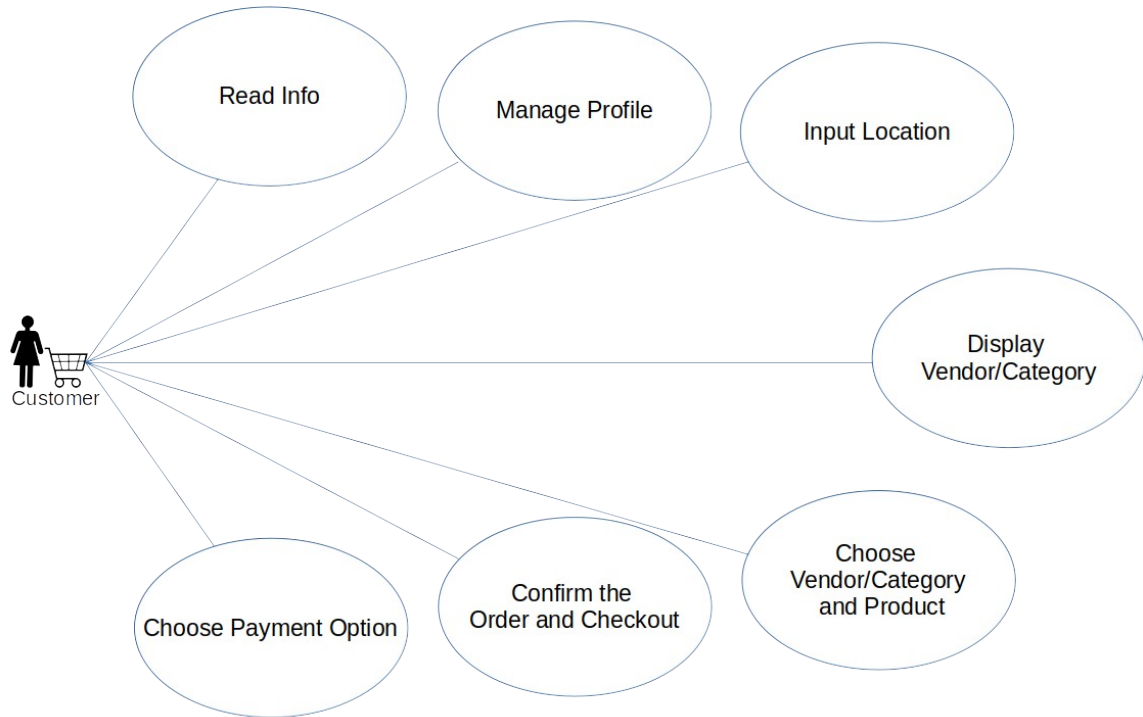


**Figure 3 - Enrollment Process**

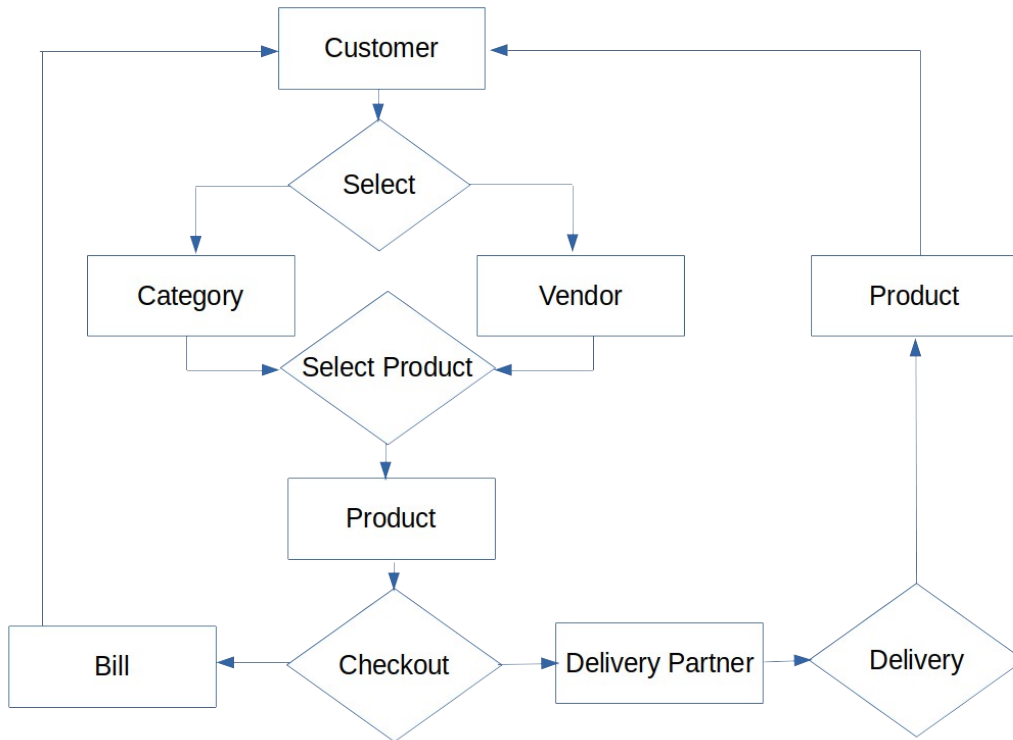


## 2.2.4 Customer Use Cases

The Customer has the following sets of use cases:



**Figure 4 - Customer Use Cases**

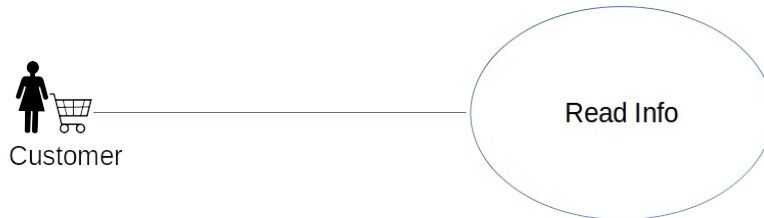


**Figure 5 - Customer Order Process**

## Customer Use Cases

Use case: Read Info

**Diagram:**



### **Brief Description**

The Customer logs into the system by providing his/her credentials

### **Initial Step-By-Step Description**

Before this use case can be initiated, the Customer has already downloaded and installed the proposed e-Marketplace App on his/her mobile.

1. The Customer is presented with tabs of Profile, Offers, My Orders and Delivery. The following is the sequence of operations. Input Location, Display Vendors, Choose Vendor /Category & Products, Confirm Order, Payment Options.
2. Advance Booking for a Period (From: Date To: Date) must be available.
3. The Customer is presented with a form with the search box
4. The system presents a list of Vendors along with their Products in the given Location.
5. The Customer chooses to add or select the Products to the cart.
6. The Customer fills in the information and confirms the order.
7. OTP confirmation for all orders on mobile only
8. The Customer then does the checkout.
9. The Customer is presented with Payment options to choose from.
10. On payment confirmation the bill is generated and is sent to the Customer by email.
11. The system verifies the information and returns the Customer to the Customer Order System main page.

Customer should be able to Book Orders one day in advance (Made to Order Products)  
Customers should be able to book orders for a period in future by paying advance (To help Patients in Hospitals, Aged Parents, Senior Citizens, Patients in Palliative Care etc.)

**Xref:** Section 3.2.4, Customer Login for Order Processing

### **Customer Use Cases**

Use case: Manage Profile

**Diagram:**



### **Brief Description**

The Customer logs into the system by providing his/her credentials

### **Initial Step-By-Step Description**

Before this use case can be initiated, the Customer has already downloaded and installed the proposed e-Marketplace App on his/her mobile.

1. Customer will be sensed by the System based on their Log in and is ready to accept the inputs
2. The Customer is presented with the option to Create, Read, Update and Delete for the operations

3. The user will be presented with a screen having Profile, Offers, My Orders and Delivery Tabs.

**Xref:** Section 3.2.5, Customer Login for CRUD.

### **Customer Use Cases**

Use case: Input Location

#### **Diagram:**



#### **Brief Description**

The Customer enters a location in the search box for information retrieval about the Vendors.

#### **Initial Step-By-Step Description**

Before this use case can be initiated, the Customer has already logged in the main page of the Customer Order System

1. The Customer enters a location in the search box for information retrieval about the Vendors.
2. The customer should be able to view the Marketplace page to see all the available restaurants.
3. OTP authentication should be available for the right customer verification, when placing orders for Non-repudiation.
4. Customer should be able to select their Location in the Map.

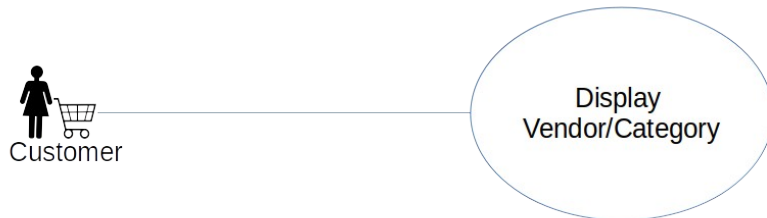
5. Customer should be able to read the Return Policy and this will display the conditions for the returns. Under this Tab, customer should be able to view the Terms and Conditions of the Food Vendor.
6. Only registered and verified Customers should be able to place order.
7. Customer should be able to know in how many Minutes/Hour the Delivery will reach Her/Him.
8. Customer should be able to track the movement of Delivery Partner like Ride Hailing Customer.
9. Customer should be able to book one day in Advance.
10. The customer should be able to select delivery through Delivery Partner or Self Takeaway or eat in Person.
11. Advance Order for a Week/Month etc... Homely Food Delivery Charges will be limited to Rs.20/- per Delivery Subject to a Distance of 2 Kms and Order Value at a minimum of ~Rs.75/-
12. Surge pricing limiting it to Rs.100/-
13. Delivery Tracking with Milestones
14. Multi Address Delivery against Multiple Orders
15. Choice of Gift Wrapping Facility.

**Xref:** Section 3.2.6, Search Vendors, given a Location.

### **Customer Use Cases**

Use case: Display Vendors

**Diagram:**



### **Brief Description**

The Customer enters a Location and all the vendors within that location is displayed

### **Initial Step-By-Step Description**

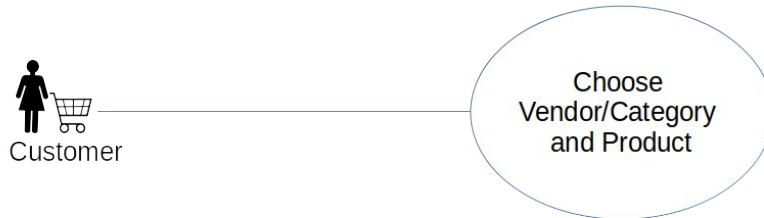
Before this use case can be initiated, the Customer has already logged in the main page of the Customer Order System

1. The system presents a list of Vendors along with their Products in the given Location.

**Xref:** Section 3.2.7, Display of Vendors and Products

### **Customer Use Cases**

Use case: Choose Vendor/Category and Products  
**Diagram:**



**Brief Description**

The Customer chooses to add or select the Products to the cart.

**Initial Step-By-Step Description**

Before this use case can be initiated, the Customer has already logged in the main page of the Customer Order System

1. The Customer selects the Vendor/Category and the Products.

**Xref:** Section 3.2.8, Choose Vendor and Products.

**Customer Use Cases**

Use case: Confirm Order



**Diagram:**



**Brief Description**

The Customer confirms the Order

**Initial Step-By-Step Description**

Before this use case can be initiated, the Customer has already logged in the main page of the Customer Order System

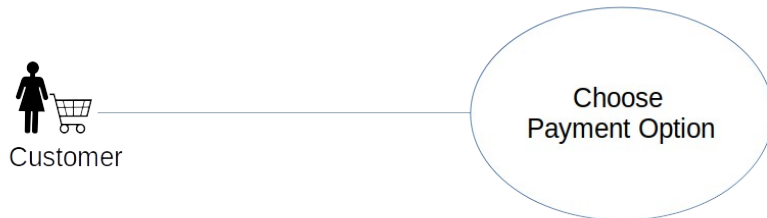
1. The Customer confirms the Order

**Xref:** Section 3.2.9, Order Confirmation

**Customer Use Cases**

Use case: Choose Payment Option

**Diagram:**



### **Brief Description**

The Customer chooses the Payment Option

### **Initial Step-By-Step Description**

Before this use case can be initiated, the Customer has already logged in the main page of the Customer Order System

1. The Customer chooses the Payment Option.

**Xref:** Section 3.2.10, Choosing Payment Option

## 2.2.5 Vendor Use Cases

The Vendor has the following sets of use cases:

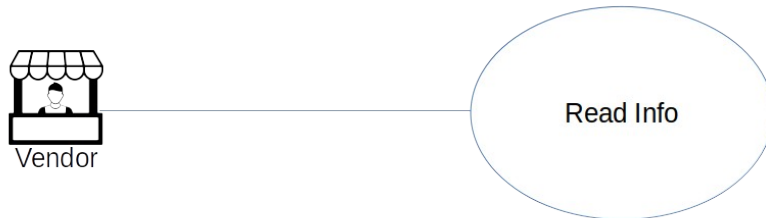


**Figure 6 - Vendor Use Cases**

**Vendor Use Cases**

Use case: Read Info

**Diagram:**



### **Brief Description**

The Vendor logs into the system by providing his/her credentials

### **Initial Step-By-Step Description**

Before this use case can be initiated, the Vendor has already downloaded and installed the proposed e-Marketplace App on his/her mobile.

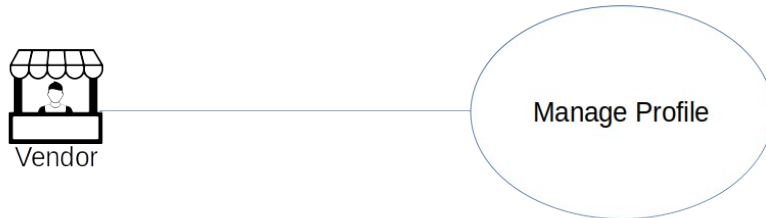
1. Vendors will be sensed by the System based on their Log in and Declaration that they are Ready to Serve.
2. The Vendor is presented with tabs of Profile, AboutUs, Products, Promotions, Orders, Delivery, and Safety & Hygiene Practices.
3. Set Lead time to Order/Serve or Make to Order must be visible to the Customers.
4. Automatically going Inactive after the time to serve ends for the Day/Night and the Inventory

**Xref:** Section 3.2.11, Vendor Login

### **Vendor Use Cases**

Use case: Manage Profile

**Diagram:**



### **Brief Description**

The Vendor logs into the system by providing his/her credentials

### **Initial Step-By-Step Description**

Before this use case can be initiated, the Vendor has already downloaded and installed the proposed e-Marketplace App on his/her mobile.

1. Vendors will be sensed by the System based on their Log in and is ready to accept the inputs under tabs Profile, AboutUs, Products, Promotions, Orders, Delivery, and Safety & Hygiene Practices.
2. The Vendor is presented with the options to Create, Read, Update and Delete for the operations
3. Facility to add the Shop image, Menu image, Banner image, Title, Headings and Logo of the Shop along with a brief description of the restaurant under the **About Us** section
4. The vendor should be able to add the Related Images of the restaurant which will be visible in the frontend.
5. The vendor should be able to add the locality of the restaurant with Coordinates such as Latitude and Longitude.
6. Uploading Kitchen's Photo can give some credibility.
7. Live video feed of the Kitchens can add credibility, whoever can do that.
8. Website hyperlink

9. Social Media Links like Facebook, Instagram, Twitter , LinkedIn etc.
10. Original Photo of the Food Product is preferred rather than Copy Paste photo.
11. Personal Details and Address of the end Customer should not be visible to the Vendor to safeguard Privacy
12. Vendors should be able to set their status as Online/Offline through the app when not serving in a particular Day or Time of Day.
13. Automatically going Inactive after the time to serve ends for the Day/Night and the Inventory
14. The vendor should be able to select the definite hours in which the food will get delivered.
15. The vendor should be able to add the Opening Time of Restaurant that will be visible to the customers.
16. The vendor should be able to add the Closing Time of Restaurant that will be visible to the customers.
17. The vendor should be able to add the Opening Days of Restaurant that will be visible to the customers.
18. The Vendor should be able to set time required(30m, 1 hr, 2 hrs) for delivering the Food Product to the end Customer.
19. The vendor should be able to add the meta keywords for the restaurant SEO management.
20. The vendor should be able to add the meta description for the restaurant SEO management.

**Xref:** Section 3.2.12, Vendor Details Update

### **Vendor Use Cases**

Use case: About Us

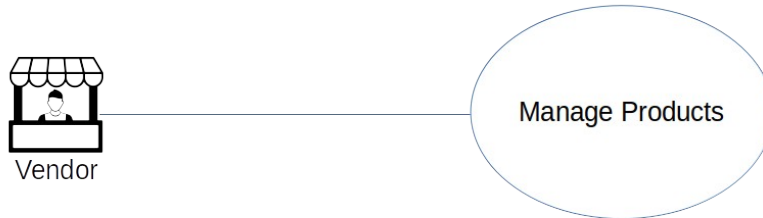
### **Diagram:**



## Vendor Use Cases

Use case: Manage Products

**Diagram:**



### **Brief Description**

The Vendor is able to manage the Categories and all Product related details before he/she can start selling

### **Initial Step-By-Step Description**

Before this use case can be initiated, the Vendor has already accessed the Products Tab

1. The Vendor can Create, Read, Update, Delete (Is active at database level) Products and Attributes by selecting Category from Dropdown.
2. The Vendor should be able to create Cuisine Types and place by selecting the Category from the Dropdown.
3. The Vendor needs to update the stock of Products at e-Marketplace, if the allotted stock is sold directly from the shop (offline)
4. Vendor should be able to set the possible lead time of delivery for each product
5. Vendor should be able to set Ready to Serve status for each Product

**Xref:** Section 3.2.13, Vendor to Check Status and update for commencement of Sales



## Vendor Use Cases

Use case: Customer Order Management

**Diagram:**



### **Brief Description**

The Vendor views the orders from the Customers. Make necessary arrangements for its timely delivery in talks with Delivery Partners

### **Initial Step-By-Step Description**

Before this use case can be initiated, the Vendor has already accessed the Customer Order Management Tab.

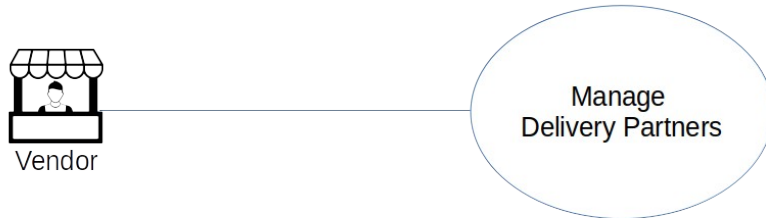
1. The Vendor views the Order List
2. Make arrangements with Delivery Partners to effect timely delivery

**Xref:** Section 3.2.14, Manage Delivery of Orders placed,

## Vendor Use Cases

Use case: Manage Delivery Partners

**Diagram:**



**Brief Description**

The Vendor can manage Delivery Partners

**Initial Step-By-Step Description**

Before this use case can be initiated, the Vendor has already accessed the Manage Delivery Partners Tab.

1. The Vendor should be able to chat with the Delivery Partner and Franchisee for asking queries or any discussion.
2. Vendor, Delivery Partner and Franchisee to get in App Notification.

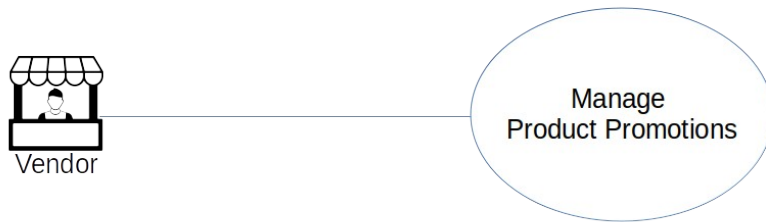
**Xref:** Section 3.2.15, Send Communication

**Vendor Use Cases**

Use case: Manage Products Promotion

This use case extends the *Manage Products* use case.

**Diagram:**



**Brief Description**

The Vendor can create various Promotions schemes

**Initial Step-By-Step Description**

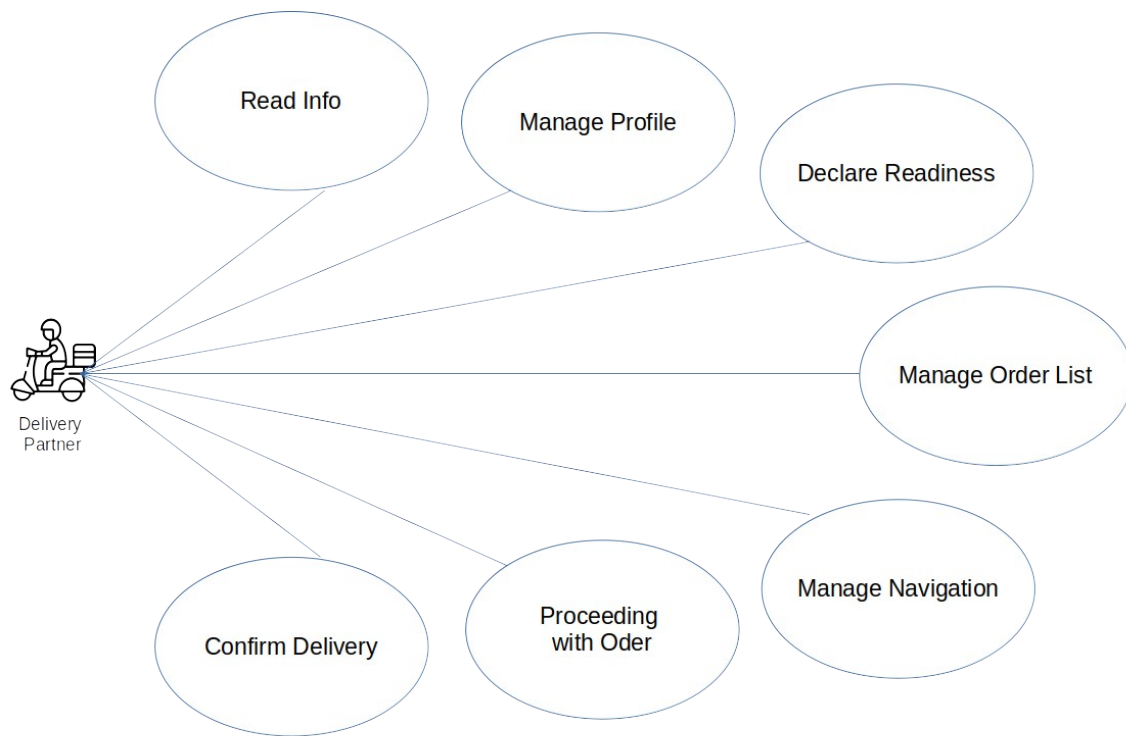
Before this use case can be initiated, the Vendor has already accessed the Promotions Tab.

1. Discount Coupon Offer by Vendors

**Xref:** Section 3.2.16, Manage Promotions

**2.2.6 Delivery Partner Use Cases**

The Delivery Partner has the following sets of use cases:



**Figure 7 - Delivery Partner Use Cases**

**Delivery Partner Use Cases**

Use case: Read Info

**Diagram:**



### **Brief Description**

The Delivery Partner logs into the system by providing his/her credentials

### **Initial Step-By-Step Description**

Before this use case can be initiated, the Delivery Partner has already downloaded and installed the proposed e-Marketplace App on his/her mobile.

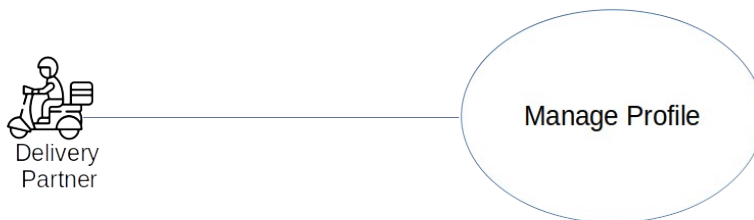
1. The Delivery Partner will be sensed by the System based on their Log in and Declaration that they are Ready to Serve.
2. The Delivery Partner is presented with tabs of Profile and My Order Lists with the following sequence of operations. Declare Readiness, Order List, Navigation, Proceeding with Orders, and Confirm Delivery.
3. Delivery Partners should be able to either Confirm or Cancel the new order assigned to them.
4. Delivery Partner should be able to select the PIN Codes She/He can operate.
5. The Delivery Partner should be allowed to undertake Delivery in Multiple PINs that are nearer/adjacent to Her/Him.
6. Longer Delivery to be subject to availability of the Delivery Partner and meeting the minimum criteria of the Order Value.
7. Delivery Partners should be able to set their status as Online/Offline through the app if no pending orders are remaining at their end.
8. Preference for Environmental mode of Transportation Cycle, EV, ICE etc...
9. Preference for Bio Degradable Packaging, Reusable Utensils.

**Xref:** Section 3.2.17, Delivery Partner Login

### **Delivery Partner Use Cases**

Use case: Manage Profile

**Diagram:**



### **Brief Description**

The Delivery Partner logs into the system by providing his/her credentials

### **Initial Step-By-Step Description**

Before this use case can be initiated, the Delivery Partner has already downloaded and installed the proposed e-Marketplace App on his/her mobile.

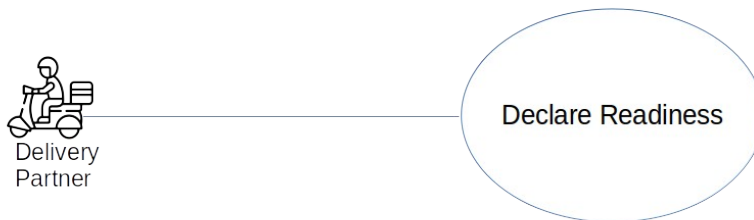
1. The Delivery Partner will be sensed by the System based on their Log in and is ready to accept the inputs under the tabs Profile and My Order Lists
2. The Delivery Partner is presented with the options to Create, Read, Update and Delete for the operations

**Xref:** Section 3.2.18, Delivery Partner Profile Update.

## Delivery Partner Use Cases

Use case: Declare Readiness

### Diagram:



### Brief Description

The Delivery Partner chooses the Declare Readiness Tab

### Initial Step-By-Step Description

Before this use case can be initiated, the Delivery Partner has already downloaded and installed the proposed e-Marketplace App on his/her mobile.

1. The Delivery Partner will be sensed by the System based on their Log in and Declaration that they are Ready to Serve.
2. The Delivery Partner is presented with tabs of Profile and My Order Lists with the following sequence of operations. Declare Readiness, Order List, Navigation, and Proceeding with Orders.
3. The Delivery Partner confirm their readiness to Serve

**Xref:** Section 3.2.19, Delivery Partner Declare Readiness

### **Delivery Partner Use Cases**

Use case: Manage Order List

**Diagram:**



### **Brief Description**

The Delivery Partner chooses the Order List Tab

### **Initial Step-By-Step Description**

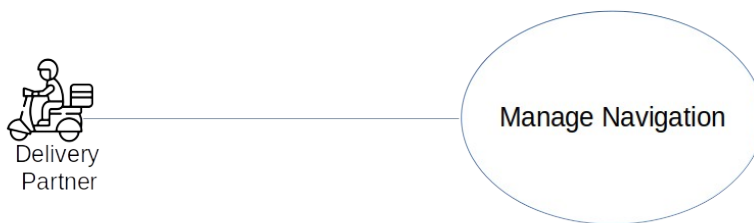
Before this use case can be initiated, the Delivery Partner has already downloaded and installed the proposed e-Marketplace App on his/her mobile.

1. The Delivery Partner will be sensed by the System based on their Log in and Declaration that they are Ready to Serve.
2. The Delivery Partner is presented with tabs of Profile and My Order Lists with the following sequence of operations. Declare Readiness, Order List, Navigation, and Proceeding with Orders.
3. The Delivery Partner plans for the pickup of ordered items

**Xref:** Section 3.2.20, Order Processing by Delivery Partner



**Delivery Partner Use Cases**  
Use case: Manage Navigation  
**Diagram:**



**Brief Description**

The Delivery Partner chooses the Navigation Tab

**Initial Step-By-Step Description**

Before this use case can be initiated, the Delivery Partner has already downloaded and installed the proposed e-Marketplace App on his/her mobile.

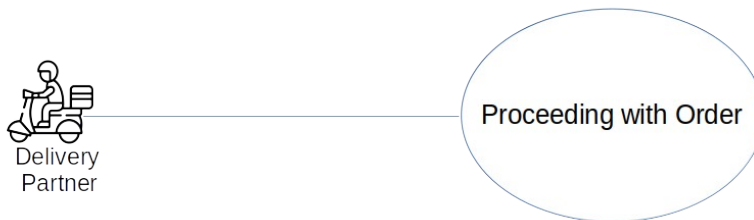
1. The Delivery Partner will be sensed by the System based on their Log in and Declaration that they are Ready to Serve.
2. The Delivery Partner is presented with tabs of Profile and My Order Lists with the following sequence of operations. Declare Readiness, Order List, Navigation, and Proceeding with Orders.
3. The Delivery Partner plans for the delivery of ordered items based on the Navigation details

**Xref:** Section 3.2.21, Manage Navigation

## Delivery Partner Use Cases

Use case: Proceeding with Order

### Diagram:



### Brief Description

The Delivery Partner chooses the Proceeding with Order Tab

### Initial Step-By-Step Description

Before this use case can be initiated, the Delivery Partner has already downloaded and installed the proposed e-Marketplace App on his/her mobile.

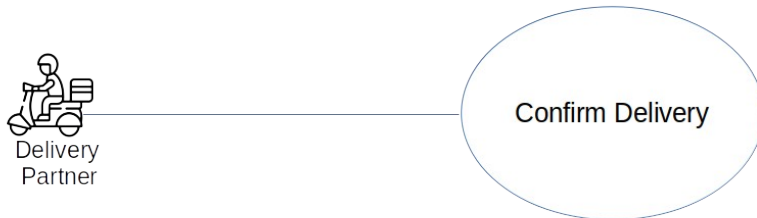
1. The Delivery Partner will be sensed by the System based on their Log in and Declaration that they are Ready to Serve.
2. The Delivery Partner is presented with tabs of Profile and My Order Lists with the following sequence of operations. Declare Readiness, Order List, Navigation, and Proceeding with Orders.
3. The Delivery Partner proceeds with the orders
4. The Delivery Partner confirms the Delivery

**Xref:** Section 3.2.22, Order Delivery Process.

## Delivery Partner Use Cases

Use case: Confirm Delivery

**Diagram:**



### **Brief Description**

The Delivery Partner chooses the My Order List Tab

### **Initial Step-By-Step Description**

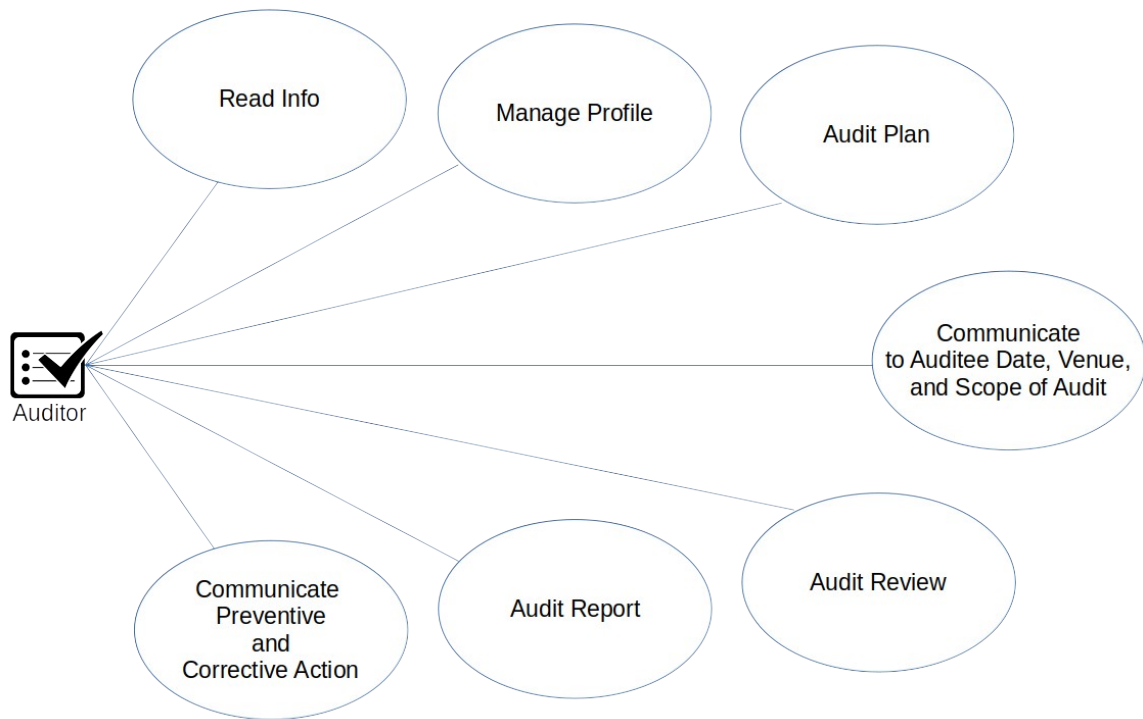
Before this use case can be initiated, the Delivery Partner has already downloaded and installed the proposed e-Marketplace App on his/her mobile.

1. The Delivery Partner will be sensed by the System based on their Log in and Declaration that they are Ready to Serve.
2. The Delivery Partner is presented with tabs of Profile and My Order Lists with the following sequence of operations. Declare Readiness, Order List, Navigation, Proceeding with Orders and Confirm Delivery.
3. The Delivery Partner confirms the Delivery

**Xref:** Section 3.2.23, Confirmation of Delivery

### 2.2.7 Auditor Use Cases

The Auditor has the following sets of use cases:



**Figure 8 - Auditor Use Cases**

**Auditor Use Cases**

Use case: Read Info

**Diagram:**



### **Brief Description**

The Auditor logs into the system by providing his/her credentials

### **Initial Step-By-Step Description**

Before this use case can be initiated, the Auditor has already downloaded and installed the proposed e-Marketplace App on his/her mobile.

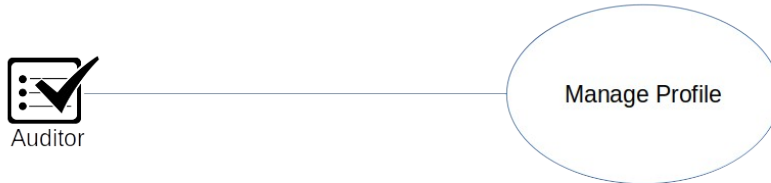
1. The Auditor will be sensed by the System based on their Log in and is ready to accept the inputs under the tabs Profile, Order Status and Documents
2. The Auditor is presented with tabs of Profile, Order Status and Documents with the following sequence of operations. Audit Plan, Communicate to Auditee, Audit Review, Audit Report and Preventive and Corrective Action

**Xref:** Section 3.2.24, Auditor Login

### **Auditor Use Cases:**

Use case: Manage Profile

**Diagram:**



**Brief Description**

The Auditor logs into the system by providing his/her credentials

**Initial Step-By-Step Description**

Before this use case can be initiated, the Auditor has already downloaded and installed the proposed e-Marketplace App on his/her mobile.

1. The Auditor will be sensed by the System based on their Log in and is ready to accept the inputs under the tabs Profile, Order Status and Documents
2. The Auditor is presented with the options to Create, Read, Update and Delete for the operations

**Xref:** Section 3.2.25, Manage Profile

## Auditor Use Cases

Use case: Audit Plan

### Diagram:



### Brief Description

The Auditor logs into the system by providing his/her credentials

### Initial Step-By-Step Description

Before this use case can be initiated, the Auditor has already downloaded and installed the proposed e-Marketplace App on his/her mobile.

1. The Auditor will be sensed by the System based on their Log in and is ready to accept the inputs under the tabs Order Status and Documents
2. The Auditor is presented with tabs of Profile, Order Status and Documents with the following sequence of operations. Audit Plan, Communicate to Auditee, Audit Review, Audit Report and Preventive and Corrective Action

**Xref:** Section 3.2.26, Preparation of Audit Plan.

## Auditor Use Cases

Use case: Communicate to Auditee

**Diagram:**



### Brief Description

The Auditor logs into the system by providing his/her credentials

### Initial Step-By-Step Description

Before this use case can be initiated, the Auditor has already downloaded and installed the proposed e-Marketplace App on his/her mobile.

1. The Auditor will be sensed by the System based on their Log in and is ready to accept the inputs under the tabs Profile, Order Status and Documents
2. The Auditor is presented with tabs of Profile, Order Status and Documents with the following sequence of operations. Audit Plan, Communicate to Auditee, Audit Review, Audit Report and Preventive and Corrective Action

**Xref:** Section 3.2.27, Communication to Auditee

## Auditor Use Cases

Use case: Audit Review

**Diagram:**





### **Brief Description**

The Auditor logs into the system by providing his/her credentials

### **Initial Step-By-Step Description**

Before this use case can be initiated, the Auditor has already downloaded and installed the proposed e-Marketplace App on his/her mobile.

1. The Auditor will be sensed by the System based on their Log in and is ready to accept the inputs under the tabs Profile, Order Status and Documents
2. The Auditor is presented with tabs of Profile, Order Status and Documents with the following sequence of operations. Audit Plan, Communicate to Auditee, Audit Review, Audit Report and Preventive and Corrective Action

**Xref:** Section 3.2.28, Audit Review

### **Auditor Use Cases**

Use case: Audit Report

### **Diagram:**



### **Brief Description**

The Auditor logs into the system by providing his/her credentials

### **Initial Step-By-Step Description**

Before this use case can be initiated, the Auditor has already downloaded and installed the proposed e-Marketplace App on his/her mobile.

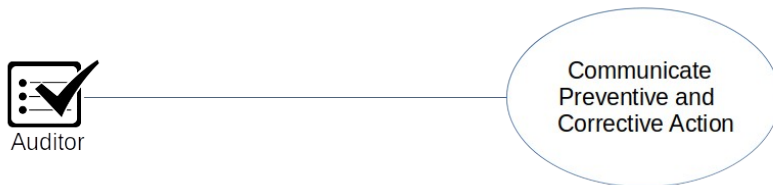
1. The Auditor will be sensed by the System based on their Log in and is ready to accept the inputs under the tabs Profile, Order Status and Documents.
2. The Auditor is presented with tabs of Profile, Order Status and Documents with the following sequence of operations. Audit Plan, Communicate to Auditee, Audit Review, Audit Report and Preventive and Corrective Action

**Xref:** Section 3.2.29, Audit Report

### **Auditor Use Cases**

Use case: Communicate Preventive & Corrective Action

### **Diagram:**



### **Brief Description**

The Auditor logs into the system by providing his/her credentials

### **Initial Step-By-Step Description**

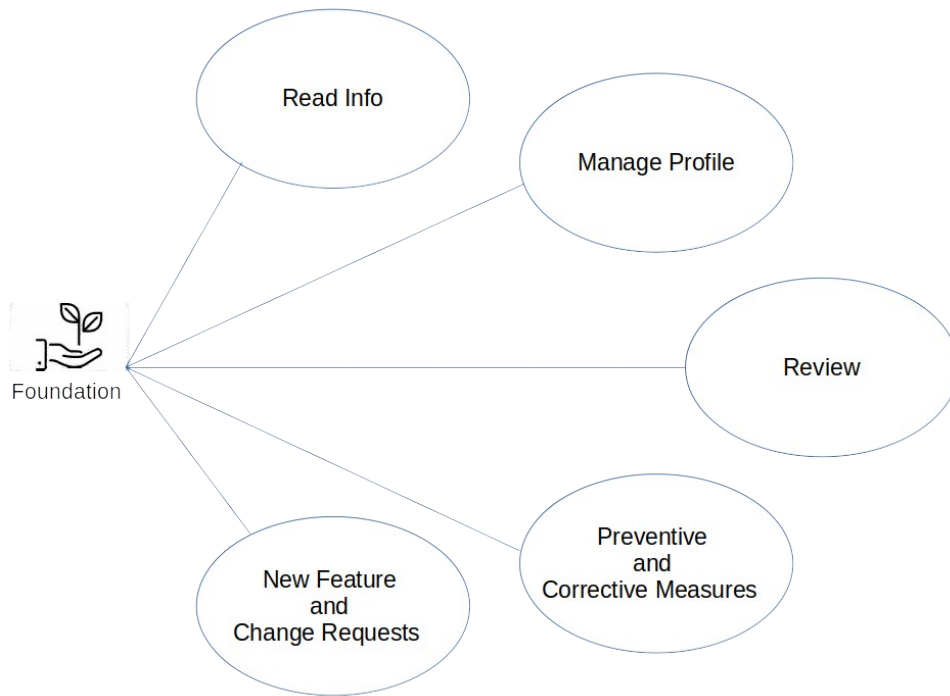
Before this use case can be initiated, the Auditor has already downloaded and installed the proposed e-Marketplace App on his/her mobile.

1. The Auditor will be sensed by the System based on their Log in and is ready to accept the inputs under the tabs Profile, Order Status and Documents.
2. The Auditor is presented with tabs of Profile and Order Status and Documents with the following sequence of operations. Audit Plan, Communicate to Auditee, Audit Review, Audit Report and Preventive and Corrective Action

**Xref:** Section 3.2.30, Preventive and Corrective Action

### 2.2.8 Foundation Use Cases

The Foundation has the following sets of use cases:



**Figure 9 - Foundation Use Cases**

**Foundation Use Cases**

Use case: Read Info

**Diagram:**



### **Brief Description**

The Foundation logs into the system by providing his/her credentials

### **Initial Step-By-Step Description**

Before this use case can be initiated, the Foundation has already downloaded and installed the proposed e-Marketplace App on his/her mobile.

1. The Foundation will be sensed by the System based on their Log in and is ready to accept the inputs under the tabs Profile, Order Status and Documents
2. The Foundation is presented with tabs of Profile, Order Status and Documents with the following sequence of operations. Review, Preventive and Corrective Measures, New Feature and Change Requests.

**Xref:** Section 3.2.31, Foundation Login

### **Foundation Use Cases**

Use case: Manage Profile

**Diagram:**



**Brief Description**

The Foundation logs into the system by providing his/her credentials

**Initial Step-By-Step Description**

Before this use case can be initiated, the Foundation has already downloaded and installed the proposed e-Marketplace App on his/her mobile.

1. The Foundation will be sensed by the System based on their Log in and is ready to accept the inputs under the tabs Profile, Order Status and Documents.
2. The Foundation is presented with the options to Create, Read, Update and Delete for the operations

**Xref:** Section 3.2.32, Manage Profile

**Foundation Use Cases**

Use case: Review

**Diagram:**



**Brief Description**

The Foundation logs into the system by providing his/her credentials

**Initial Step-By-Step Description**

Before this use case can be initiated, the Foundation has already downloaded and installed the proposed e-Marketplace App on his/her mobile.

1. The Foundation will be sensed by the System based on their Log in and is ready to accept the inputs under the tabs Profile, Order Status and Documents.
2. The Foundation is presented with tabs of Profile, Order Status and Documents with the following sequence of operations. Review, Preventive and Corrective Measures, New Feature and Change Requests.

**Xref:** Section 3.2.33, Review

**Foundation Use Cases**

Use case: Preventive & Corrective Measures

**Diagram:**



**Brief Description**

The Foundation logs into the system by providing his/her credentials

**Initial Step-By-Step Description**

Before this use case can be initiated, the Foundation has already downloaded and installed the proposed e-Marketplace App on his/her mobile.

1. The Foundation will be sensed by the System based on their Log in and is ready to accept the inputs under the tabs Profile, Order Status and Documents.
2. The Foundation is presented with tabs of Profile, Order Status and Documents. with the following sequence of operations. Review, Preventive and Corrective Measures, New Feature and Change Requests.

**Xref:** Section 3.2.34, Preventive and Corrective Measures.

**Foundation Use Cases**



Use case: New Feature & Change Requests  
**Diagram:**



**Brief Description**

The Foundation logs into the system by providing his/her credentials

**Initial Step-By-Step Description**

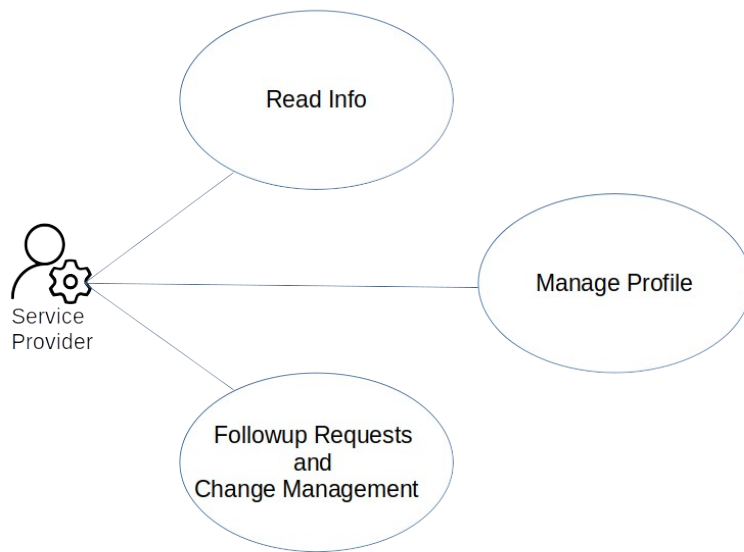
Before this use case can be initiated, the Foundation has already downloaded and installed the proposed e-Marketplace App on his/her mobile.

1. The Foundation will be sensed by the System based on their Log in and is ready to accept the inputs under the tabs Profile, Order Status and Documents.
2. The Foundation is presented with tabs of Profile, Order Status and Documents. with the following sequence of operations. Review, Preventive and Corrective Measures, New Feature and Change Requests.

**Xref:** Section 3.2.35, New Features and Change Requests

2.2.9 Service Provider Use Cases

The Service Provider has the following sets of use cases:

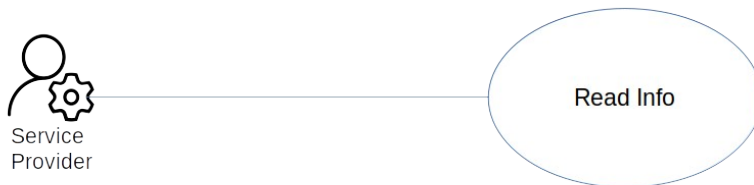


**Figure 10 - Service Provider Use Cases**

**Service Provider Use Cases:**

Use case: Read Info

**Diagram:**



### **Brief Description**

The Service Provider logs into the system by providing his/her credentials

### **Initial Step-By-Step Description**

Before this use case can be initiated, the Service Provider has already downloaded and installed the proposed e-Marketplace App on his/her mobile.

1. The Service Provider will be sensed by the System based on their Log in and is ready to accept the inputs under the tabs Profile, and Documents.
2. The Service Provider is presented with tabs of Profile, and Documents with the following sequence of operations. Followup Requests and Change Management.

**Xref:** Section 3.2.36, Service Provider Login

**Service Provider Use Cases:**

Use case: Manage Profile

**Diagram:**



**Brief Description**

The Service Provider logs into the system by providing his/her credentials

**Initial Step-By-Step Description**

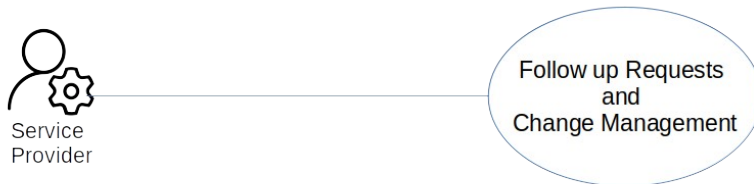
Before this use case can be initiated, the Service Provider has already downloaded and installed the proposed e-Marketplace App on his/her mobile.

1. The Service Provider will be sensed by the System based on their Log in and is ready to accept the inputs under the tabs Profile, and Documents.
2. The Service Provider is presented with the options to Create, Read, Update and Delete for the operations

**Xref:** Section 3.2.37, Manage Profile

**Service Provider Use Cases:**

Use case: Followup Requests & Change Management  
**Diagram:**



**Brief Description**

The Service Provider logs into the system by providing his/her credentials

**Initial Step-By-Step Description**

Before this use case can be initiated, the Service Provider has already downloaded and installed the proposed e-Marketplace App on his/her mobile.

1. The Service Provider will be sensed by the System based on their Log in and is ready to accept the inputs under the tabs Profile, and Documents.
2. The Service Provider is presented with tabs of Profile, and Documents with the following sequence of operations. Followup Requests and Change Management.

**Xref:** Section 3.2.38, Followup Requests and Change Management

**2.3 User Characteristics**

The Reader is expected to be Internet literate and be able to use a search engine. The main screen of the Online e-Market Place Website will have the search function.

The Stakeholders are expected to be Internet literate and to be able to use email and mobile Apps.

The detailed look of these pages is discussed in section 3.2 below.

#### **2.4 *Non-Functional Requirements***

The Online e-Market Place Application will be on a server with high speed Internet capability. The physical machine to be used will be determined by the respective stakeholders.

### 3.0. Requirements Specification

#### 3.1 External Interface Requirements

There are a couple of links to an external system. One of them is the Payment Gateway Interface. The other is the Ticketing System.

#### 3.2 Functional Requirements

The Logical Structure of the Data is contained in Section 3.3.1.

##### 3.2.1 Register Oneself (Sub District Franchisee)

<b>Use Case Name</b>	Register Oneself
<b>XRef</b>	Section 2.2.1, Register Oneself SDD, Section 7.1
<b>Trigger</b>	The User accesses the Online e-Marketplace
<b>Precondition</b>	The Web is displayed with Login Screen with Sign Up, Sign In and Forgot Password options
<b>Basic Path</b>	<ol style="list-style-type: none"> <li>1. The first time User has to click the Sign Up option</li> <li>2. The User inputs the User Name, Password and the captcha and submit</li> <li>3. The User will be prompted to provide the mobile number and Email ID to verify the authenticity.</li> <li>4. A One Time Password (OTP) will be sent to the User's mobile phone and the given Email ID which the user has to input for the verification process to be complete.</li> <li>5. If the details are all right She/He can Sign In with the credentials already submitted.</li> <li>6. Forgot Password link helps the User to obtain a new password to gain access.</li> <li>7. The User depending on Person Type (Customer, Vendor, Delivery Partner, Franchisee, Foundation and Auditors ) has to click the appropriate Tab and input the necessary details before they can start using the e-Marketplace.</li> </ol>
<b>Alternative Paths</b>	All subsequent Logins will be through the Sign In link.
<b>Post-condition</b>	The User is given access to the Screen with Tabs of Customer, Vendor, Delivery Partner, Franchisee, Foundation and Auditors
<b>Exception Paths</b>	The User may abandon the Login at any time.
<b>Other</b>	Post Registration, the User has to be taken only to their respective Tab chosen earlier.

##### 3.2.2 Register Oneself (District Franchisee)

<b>Use Case Name</b>	Register Oneself
<b>XRef</b>	Section 2.2.1, Register Oneself

	SDD, Section 7.1
<b>Trigger</b>	The User accesses the Online e-Marketplace
<b>Precondition</b>	The Web is displayed with Login Screen with Sign Up, Sign In and Forgot Password options
<b>Basic Path</b>	<ol style="list-style-type: none"> <li>1. The first time User has to click the Sign Up option</li> <li>2. The User inputs the User Name, Password and the captcha</li> <li>3. and submit</li> <li>4. The User will be prompted to provide the mobile number and Email ID to verify the authenticity.</li> <li>5. A One Time Password (OTP) will be sent to the User's mobile phone and the given Email ID which the user has to input for the verification process to be complete.</li> <li>6. If the details are all right She/He can Sign In with the credentials already submitted.</li> <li>7. Forgot Password link helps the User to obtain a new password to gain access.</li> <li>8. The User depending on Person Type (Customer, Vendor, Delivery Partner, Franchisee, Foundation and Auditors ) has to click the appropriate Tab and input the necessary details before they can start using the e-Marketplace.</li> </ol>
<b>Alternative Paths</b>	All subsequent Logins will be through the Sign In link.
<b>Post-condition</b>	The User is given access to the Screen with Tabs of Customer, Vendor, Delivery Partner, Franchisee, Foundation and Auditors
<b>Exception Paths</b>	The User may abandon the Login at any time.
<b>Other</b>	Post Registration, the User has to be taken only to their respective Tab chosen earlier.

### 3.2.3 Register Oneself (State Franchisee)

<b>Use Case Name</b>	Register Oneself
<b>XRef</b>	Section 2.2.1, Register Oneself SDD, Section 7.1
<b>Trigger</b>	The User accesses the Online e-Marketplace
<b>Precondition</b>	The Web is displayed with Login Screen with Sign Up, Sign In and Forgot Password options
<b>Basic Path</b>	<ol style="list-style-type: none"> <li>1. The first time User has to click the Sign Up option</li> <li>2. The User inputs the User Name, Password and the captcha and submit</li> <li>3. The User will be prompted to provide the mobile number and Email ID to verify the authenticity.</li> <li>4. A One Time Password (OTP) will be sent to the User's mobile phone and the given Email ID which the user has to input for the verification process to be complete.</li> <li>5. If the details are all right She/He can Sign In with the credentials already submitted.</li> <li>6. Forgot Password link helps the User to obtain a new</li> </ol>



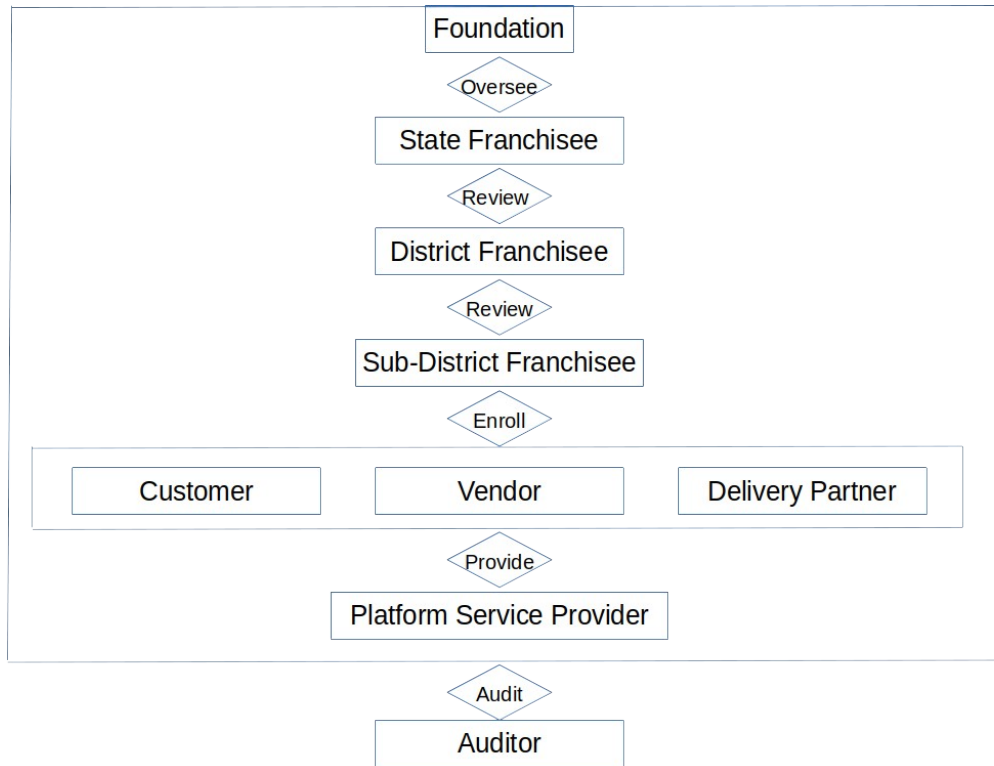
	password to gain access. 7. The User depending on Person Type (Customer, Vendor, Delivery Partner, Franchisee, Foundation and Auditors ) has to click the appropriate Tab and input the necessary details before they can start using the e-Marketplace.
<b>Alternative Paths</b>	All subsequent Logins will be through the Sign In link.
<b>Post-condition</b>	The User is given access to the Screen with Tabs of Customer, Vendor, Delivery Partner, Franchisee, Foundation and Auditors
<b>Exception Paths</b>	The User may abandon the Login at any time.
<b>Other</b>	Post Registration, the User has to be taken only to their respective Tab chosen earlier.

<< The Respective Area of Concerns would follow for Customer, Vendor, Delivery Partner, Foundation and Auditors. >>

### ***3.3 Detailed Non-Functional Requirements***

#### **3.3.1 Logical Structure of the e Marketplace Data**

The logical structure of the data to be stored in the internal e Marketplace database is given below.



**Figure 11 - Logical Structure of the e Marketplace Data**

The data descriptions of each of these data entities is as follows:

**Sub District Franchisee Data Entity**

<b>Data Item</b>	<b>Type</b>	<b>Description</b>	<b>Comment</b>
Name	Text	Name of Organization	
Type of Organization	Text	Type of Organization	LLP, Pvt. Ltd. Public Ltd.
CIN	Alphanu meric	Company Identification Number	
PAN	Alphanu meric	PAN ID	
GST	Alphanu meric	GST Registration Number	
Udyam	Alphanu meric	Udyam Registration Number	
Bank Account Name	Number	Bank Account Name	
Bank Account Number	Number	Bank Account Number	
Bank IFSC	Alphanu	Bank IFSC Code	

Code	meric		
UPI ID	Alphanu meric	UPI ID	
Primary Contact	Pointer	Name of the Person	May be more than one
Secondary Contact	Pointer	Name of the Person	May be more than one
Mobile	Pointer	Mobile number (10 digits)	May be more than one
Email Address	Pointer	Internet address	May be more than one
Country	Text	Country	Drop Down
State	Text	State	Drop Down
District	Text	District	Drop Down
Sub District	Text	Sub District	Drop Down
PIN Code	Number	Number	Input
Postal Address	Pointer	Address	May be more than one
GIS	Point	Map Location	Latitude, Longitude

#### **District Franchisee Data Entity**

<b>Data Item</b>	<b>Type</b>	<b>Description</b>	<b>Comment</b>
Name	Text	Name of Organization	
Type of Organization	Text	Type of Organization	LLP, Pvt. Ltd. Public Ltd.
CIN	Alphanu meric	Company Identification Number	
PAN	Alphanu meric	PAN ID	
GST	Alphanu meric	GST Registration Number	
Udyam	Alphanu meric	Udyam Registration Number	
Bank Account Name	Number	Bank Account Name	
Bank Account Number	Number	Bank Account Number	
Bank IFSC Code	Alphanu meric	Bank IFSC Code	
UPI ID	Alphanu meric	UPI ID	
Primary Contact	Pointer	Name of the Person	May be more than one
Secondary Contact	Pointer	Name of the Person	May be more than one
Mobile	Pointer	Mobile number (10 digits)	May be more than one
Email Address	Pointer	Internet address	May be more than one

Country	Text	Country	Drop Down
State	Text	State	Drop Down
District	Text	District	Drop Down
Sub District	Text	Sub District	Drop Down
PIN Code	Number	Number	Input
Postal Address	Pointer	Address	May be more than one
GIS	Point	Map Location	Latitude, Longitude

### State Franchisee Data Entity

Data Item	Type	Description	Comment
Name	Text	Name of Organization	
Type of Organization	Text	Type of Organization	LLP, Pvt. Ltd. Public Ltd.
CIN	Alphanumeric	Company Identification Number	
PAN	Alphanumeric	PAN ID	
GST	Alphanumeric	GST Registration Number	
Udyam	Alphanumeric	Udyam Registration Number	
Bank Account Name	Number	Bank Account Name	
Bank Account Number	Number	Bank Account Number	
Bank IFSC Code	Alphanumeric	Bank IFSC Code	
UPI ID	Alphanumeric	UPI ID	
Primary Contact	Pointer	Name of the Person	May be more than one
Secondary Contact	Pointer	Name of the Person	May be more than one
Mobile	Pointer	Mobile number (10 digits)	May be more than one
Email Address	Pointer	Internet address	May be more than one
Country	Text	Country	Drop Down
State	Text	State	Drop Down
District	Text	District	Drop Down
Sub District	Text	Sub District	Drop Down
PIN Code	Number	Number	Input
Postal Address	Pointer	Address	May be more than one
GIS	Point	Map Location	Latitude, Longitude

### Customer Data Entity

Data Item	Type	Description	Comment
Name	Text	Name of Organization	
Mobile	Pointer	Mobile number (10 digits)	May be more than one
Email Address	Pointer	Internet address	May be more than one
Country	Text	Country	Drop Down
State	Text	State	Drop Down
District	Text	District	Drop Down
Sub District	Text	Sub District	Drop Down
PIN Code	Number	Number	Input
Billing Address	Pointer	Address	Only one
Delivery Address	Pointer	Delivery Address	May be more than one
GIS	Point	Map Location	Latitude, Longitude

### Vendor Data Entity

Data Item	Type	Description	Comment
Name	Text	Name of Organization	
Type of Organization	Text	Type of Organization	Proprietary, One Person Company, SHG, Partnership Firm, LLP, Private Ltd., Producer Company, Section 8 Company, Others
PAN	Alphanumeric	PAN ID	
GST	Alphanumeric	GST Registration Number	
Udyam	Alphanumeric	Udyam Registration Number	
FSSAI	Number	FSSAI Registration Number	
Shops & Establishment Licence	Number	Shops & Establishment Licence	
Bank Account Name	Number	Bank Account Name	
Bank Account Number	Number	Bank Account Number	
Bank IFSC Code	Alphanumeric	Bank IFSC Code	
UPI ID	Alphanumeric	UPI ID	

Primary Contact	Pointer	Name of the Person	May be more than one
Secondary Contact	Pointer	Name of the Person	May be more than one
Mobile	Pointer	Mobile number (10 digits)	May be more than one
Email Address	Pointer	Internet address	May be more than one
Country	Text	Country	Drop Down
State	Text	State	Drop Down
District	Text	District	Drop Down
Sub District	Text	Sub District	Drop Down
PIN Code	Number	Number	Input
Postal Address	Pointer	Address	May be more than one
GIS	Point	Map Location	Latitude, Longitude
Annual Fee			Annual Fee

### Delivery Partner Data Entity

Data Item	Type	Description	Comment
Name	Text	Name of Organization	
Type of Organization	Text	Type of Organization	Individual
PAN	Alphanumeric	PAN ID	
Bank Account Name	Number	Bank Account Name	
Bank Account Number	Number	Bank Account Number	
Bank IFSC Code	Alphanumeric	Bank IFSC Code	
UPI ID	Alphanumeric	UPI ID	
ESHRAM ID	Number	ESHRAM ID	
Mobile	Pointer	Mobile number (10 digits)	May be more than one
Email Address	Pointer	Internet address	May be more than one
Country	Text	Country	Drop Down
State	Text	State	Drop Down
District	Text	District	Drop Down
Sub District	Text	Sub District	Drop Down
PIN Code	Number	Number	Input
Postal Address	Pointer	Address	May be more than one
GIS	Point	Map Location	Latitude, Longitude
Vehicle Type	Text	Vehicle Type	Cycle, Bike, Scooter, EV etc.
Vehicle Make	Text	Vehicle Make	
Vehicle Model	Number	Vehicle Model	
Vehicle	Number	Vehicle Registration	

Registration Number		Number	
Driving License	Number	Driving License	
Insurance	Number	Insurance	Comprehensive
Security Deposit		Security Deposit	

### Foundation Data Entity

Data Item	Type	Description	Comment
Name	Text	Name of Organization	
Type of Organization	Text	Type of Organization	LLP, Pvt. Ltd. Public Ltd.
CIN	Alphanumeric	Company Identification Number	
PAN	Alphanumeric	PAN ID	
GST	Alphanumeric	GST Registration Number	Multiple Fields
Bank Account Name	Number	Bank Account Name	
Bank Account Number	Number	Bank Account Number	
Bank IFSC Code	Alphanumeric	Bank IFSC Code	
UPI ID	Alphanumeric	UPI ID	
Primary Contact	Pointer	Name of the Person	May be more than one
Secondary Contact	Pointer	Name of the Person	May be more than one
DIN	Number	DIN Number	May be more than one
ROLE	Text	Role of the Person	May be more than one
Mobile	Pointer	Mobile number (10 digits)	May be more than one
Email Address	Pointer	Internet address	May be more than one
Country	Text	Country	Drop Down
State	Text	State	Drop Down
District	Text	District	Drop Down
Sub District	Text	Sub District	Drop Down
PIN Code	Number	Number	Input
Postal Address	Pointer	Address	May be more than one
GIS	Point	Map Location	Latitude, Longitude

### Auditor Data Entity

Data Item	Type	Description	Comment
Name	Text	Name of Organization	
Type of Organization	Text	Type of Organization	LLP, Pvt. Ltd. Public Ltd.
Auditor Type	Alphanumeric	Type of Audit	Possibly a Drop Down listing various ISO Standards applicable to Food, Quality and Safety
Auditor License	Alphanumeric	Central Government Recognized License Details	
CIN	Alphanumeric	Company Identification Number	
PAN	Alphanumeric	PAN ID	
GST	Alphanumeric	GST Registration Number	
Bank Account Name	Number	Bank Account Name	
Bank Account Number	Number	Bank Account Number	
Bank IFSC Code	Alphanumeric	Bank IFSC Code	
UPI ID	Alphanumeric	UPI ID	
Primary Contact	Pointer	Name of the Person	May be more than one
Secondary Contact	Pointer	Name of the Person	May be more than one
Mobile	Pointer	Mobile number (10 digits)	May be more than one
Email Address	Pointer	Internet address	May be more than one
Country	Text	Country	Drop Down
State	Text	State	Drop Down
District	Text	District	Drop Down
Sub District	Text	Sub District	Drop Down
PIN Code	Number	Number	Input
Postal Address	Pointer	Address	May be more than one
GIS	Point	Map Location	Latitude, Longitude

### Platform Service Provider Data Entity

Data Item	Type	Description	Comment
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Name	Text	Name of Organization	
Type of Organization	Text	Type of Organization	LLP, Pvt. Ltd. Public Ltd.
CIN	Alphanumeric	Company Identification Number	
PAN	Alphanumeric	PAN ID	
GST	Alphanumeric	GST Registration Number	
Bank Account Name	Number	Bank Account Name	
Bank Account Number	Number	Bank Account Number	
Bank IFSC Code	Alphanumeric	Bank IFSC Code	
UPI ID	Alphanumeric	UPI ID	
Primary Contact	Pointer	Name of the Person	May be more than one
Secondary Contact	Pointer	Name of the Person	May be more than one
ROLE	Text	Role of the Person	May be more than one
Mobile	Pointer	Mobile number (10 digits)	May be more than one
Email Address	Pointer	Internet address	May be more than one
Country	Text	Country	Drop Down
State	Text	State	Drop Down
District	Text	District	Drop Down
Sub District	Text	Sub District	Drop Down
PIN Code	Number	Number	Input
Postal Address	Pointer	Address	May be more than one
GIS	Point	Map Location	Latitude, Longitude

### 3.3.2 Security

The server on which the Online e-Market Place resides will have its own security to prevent unauthorized *write/delete* access. The access is controlled by logins from various stakeholders.

### 3.3.3 Addendum

The following software tools are expected to be used for various tasks on hand:

1. For effort calculation and Billing to the Foundation by Franchisees - [Clockify](#) (an Online Activity Recording System)
2. For recording Field Activities – [FieldSense](#) (Field Activity Recording System)
3. For Customer Ticket Management – [osTicket](#) (Trouble Ticket Management System)
4. For Customer Support – [Servetel](#) (Voice Call Management System)
5. For Online Payments - [Cashfree](#) (Payment Gateway System)
6. For Planning the Enterprise Resources - [ERPNext](#) (ERP System)
7. For Banking and Cash management - [YES BANK](#) (Cash Management System integrated with Banking API).

